



U.S. General Services Administration

Federal Acquisition Service

Notice of Award

GSA Training Module for IWAC Region

Notice of Award Training Module Overview

Description: This training module will take you step-by-step through the Notice of Award document in the Regional Business Application (RBA) IT-Solutions Shop (ITSS) component. The Notice of Award document is only available to orders created for the IWAC region.

Navigation: If the tutorial opens up in your web browser, simply click your mouse or your space bar to advance to the next slide. Use the “Backspace” key to go back. If the tutorial opens in the PowerPoint application, click on “F5” to view the tutorial. Use the spacebar or click your mouse to advance to the next slide. To go back, click on the “Backspace” key.

Notice of Award Privileges

User Role Action	Create	Sign	Reject	View
CSR	✓			✓
Contracting Officer	✓	✓	✓	✓
Client				✓
Contractor				✓*

* Can only view if the Notice of Award status is Signed

The Notice of Award document does not have an Edit mode

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WELCOME **ORDERS** **FUNDING** **REGISTRATION** **CONTRACTS**

Select a View:
 <<-- View Orders --> <<-- View Inactive Orders --> <<-- View Action Items --> <<-- View Support Information -->

Go to a Specific View Item: [Create New Order](#)

Orders - Entire Package

Next -> |

- ▼ Order Package
 - ▼ REQUISITION005-COI Jamie Client (Test Organization) Award Notice Issued>>ROB
 - 00 Chronology
 - ▼ 01 BOM/SOW REQUISITION005 - 00 Amendment 00 AWARD NOTICE ISSUED
 - ▼ RFQ Modification 00 Amendment 00 Revision 00 GSA APPROVED
 - Quote Amd 00 Rev 00 for Jim Contractor (TEST COMPANY CORP INC) Cnt# 263-97-D-0313, BID=\$883,500.00
 - Quote Amd 00 Rev 00 for William Vendor (ACME CORPORATION) Cnt# GS-02F-0154R, BID=\$925,000.00
 - Quote Amd 00 Rev 00 for Patricia Partner (COMPANY ASSOCIATED) Cnt# GS-35F-0390K, BID=\$900,000.00
 - *Market Analysis Amendment 00 - Quote Selected: Jim Contractor - TEST COMPANY CORP INC (263-97-D-0313), \$927,675.00
 - >Notice of Award - Signed

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IWAC orders with a signed Notice of Award are updated with the status "Award Notice Issued"

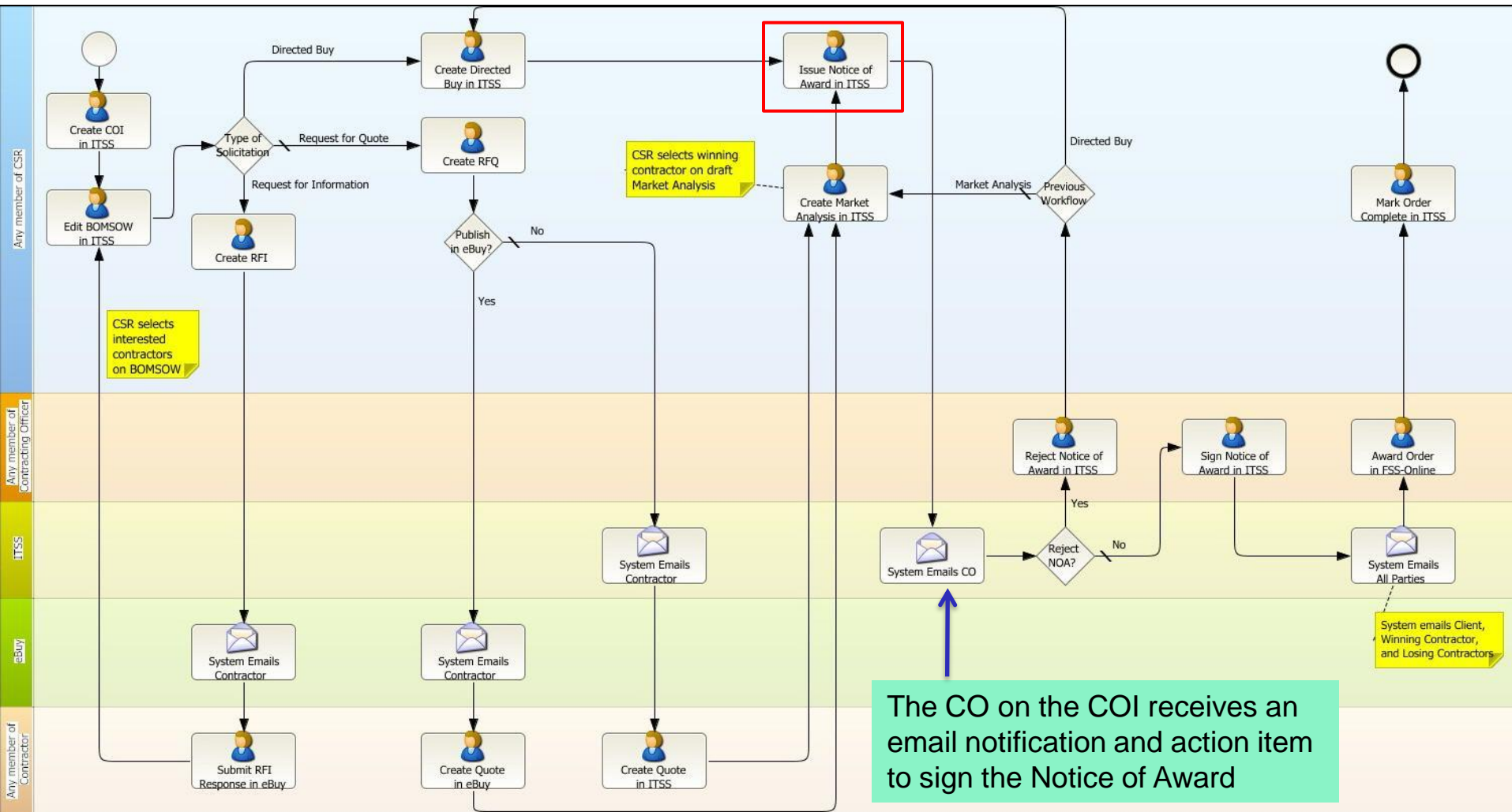
Notice of Award link displays the Status

A Notice of Award document is displayed below the Market Analysis or Directed Buy document from which it was created.

Each order can only have one "Signed" Notice of Award. Rejected Notice of Awards cannot be edited or acted upon.

Within the Pre-Award Workflow Context

The Notice of Award is issued after the Directed Buy or Market Analysis has been submitted





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WELCOME **ORDERS** **FUNDING** **REGISTRATION** **CONTRACTS**

Market Analysis

[Rec Neg](#) [Issue Notice of Award](#) [Edit](#) [Reject Mkt Analysis](#) [Go To Order Package](#)

Click on the *Issue Notice of Award* button on either:

- Market Analysis in a *Quote Selected* status or
- Directed Buy in a *Ready* status



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WELCOME **ORDERS** **FUNDING** **REGISTRATION** **CONTRACTS**

Directed Buy

[Rec Neg](#) [Issue Notice of Award](#) [Edit](#) [Reject Directed Buy](#) [Go To Order Package](#)

If the user clicks *Issue Notice of Award* then the system will verify that a Contracting Officer has been selected on the COI. A Notice of Award cannot be issued if a CO has not yet been assigned.

The screenshot shows the IT-Solutions Shop interface. At the top, the GSA logo and 'IT-Solutions Shop' are displayed, along with the user's login 'CO IWAC'. A navigation bar includes 'WELCOME', 'ORDERS', 'FUNDING', 'REGISTRATION', and 'CONTRACTS'. The 'Market Analysis' section contains buttons for 'Rec Neg', 'Issue Notice of Award', 'Edit', 'Reject Mkt Analysis', and 'Go To Order Package'. A status summary shows 'Submitted By: CO IWAC at 10/12/2010', 'Order ID: REQUISITION001', 'ActNumber:', 'Status: Quote Selected', and 'Option Period: No'. A 'CONTRACTOR BID TABLE' is shown below, with one entry for 'Jim Contractor - TEST COMPANY CORP INC'. A 'Windows Internet Explorer' dialog box is overlaid, asking 'Are you sure you want to Issue a Notice of Award?' with 'OK' and 'Cancel' buttons. A blue arrow points from the 'Issue Notice of Award' button to the dialog box.

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WELCOME **ORDERS** FUNDING REGISTRATION CONTRACTS

Market Analysis

Rec Neg Issue Notice of Award Edit Reject Mkt Analysis Go To Order Package

Submitted By: CO IWAC at 10/12/2010
Order ID: REQUISITION001 Mod
ActNumber:
Status: **Quote Selected**
Option Period: No

Export Bids at Task Item Level

CONTRACTOR BID TABLE (ranked list by price)

	Contractor List	Total Order Price	Submitted Date	All Req Met	Delivery Dates Met
1	Jim Contractor - TEST COMPANY CORP INC (263-97-D-0313)	\$734,500.00	10/12/2010	Y	Y


Windows Internet Explorer

Are you sure you want to Issue a Notice of Award?

OK Cancel

If the user clicks OK then the system will:

- Create a new Notice of Award document with the status 'Submitted'
- Assign the Contracting Officer indicated on the COI a "Notice of Award - Pending Signature" action item
- Send the Contracting Officer indicated on the COI an email notification regarding the action item


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WELCOME | **ORDERS** | **FUNDING** | **REGISTRATION** | **CONTRACTS**






Need Assistance?

Technical Support
 Call: (877) 243-2889 (option 1)
 Email: HelpDesk@gsarba.com

Registration
 Call: (877) 243-2889 (option 2)
 Fax: (858) 509-8842
 Email: ITSSRegDesk@gsarba.com

[Create a Feedback](#)

ITSS Quick Links

[Create New Order](#) | [View Orders by Order ID](#) | [View Orders by Act Number](#) | [View Funding Documents](#) | [Go to Legacy](#)

Go to a Specific Order in Integrated:

Action Items

<<-- View Action Items -->> ▼

Quick View: 10 of 50 Action Items by Order ID for CO IWAC

- [CELIWIWAC014 Notice of Award Pending Signature](#)
- [GSASAT4535 Notice of Award Pending Signature](#)
- [GSASAT4599 Action Memo due for CO IWAC](#)
- [GSASATRECOVERY1 Notice of Award Pending Signature](#)
- [REQUISITION0004 Notice of Award Pending Signature](#)
- [REQUISITION003 Notice of Award Pending Signature](#)
- [RT100410ECBI Notice of Award Pending Signature](#)
- [RT100410NGXG Notice of Award Pending Signature](#)
- [RT100410RLAQ Notice of Award Pending Signature](#)
- [RT100410ZUET Notice of Award Pending Signature](#)

Directory

Registration : [Client](#), [Contractor](#), [GSA](#),
[Registering for Clients or Contractors](#)

IT-Solutions : [Overview](#), [Web site](#), [GSA](#),
[Browser Requirements](#), [Firewall issues](#), [Help Lite - Vendors](#), [Help Lite - Clients](#)

GSA Information : [About GSA](#), [GSA Regions](#),
[Public Building Svc](#), [Federal Acquisition Service](#)

Program Information : [Assisted Acquisition Service](#), [GSA - GWACS](#), [Office of Integrated Technology Services](#), [Agency-wide Interagency Agreement](#)

[RBA Tools Distribution](#)

Contracting Officers can click on the action item link to go directly to the Notice of Award and take action

The *Submitted By* field shows the username and date that the Notice of Award was created

Order ID displays the order's unique identifier

Project Descriptor displays the order's description entered by the user on the BOMSOW

Status field describes the status of the Notice of Award: Submitted, Signed, or Rejected

Client Rep field displays the Client on the order followed by their Client Organization

Contractor field displays the winning contractor's name followed by their contractor company followed by the selected contract

The screenshot shows the 'Notice of Award' page in the GSA IT-Solutions Shop. The page header includes the GSA logo, 'IT-Solutions Shop', and a login status 'You are signed in as CO IWAC'. A navigation bar contains links for WELCOME, ORDERS, FUNDING, REGISTRATION, and CONTRACTS. The main content area is titled 'Notice of Award' and includes buttons for 'Sign', 'Reject', and 'Go To Order Package'. Below these buttons is a table with the following fields:

Submitted By:	CSR1 IWAC on 10/12/2010
Order ID:	REQUISITION003
Project Descriptor:	ROB
Status:	Submitted
Client Rep:	Jamie Client (Test Organization)
Contractor:	Jim Contractor (TEST COMPANY CORP INC) under 263-97-D-0313

At the bottom of the page, there is a disclaimer: 'This is a U.S. General Services Administration Federal government computer system that is "For Official Use Only".' and a link to the 'Privacy Statement'.

Contracting Officers are displayed
the Sign button and Reject button



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WELCOME **ORDERS** **FUNDING** **REGISTRATION** **CONTRACTS**

Notice of Award

[Sign](#) [Reject](#) [Go To Order Package](#)

Submitted By: CSR1 IWAC on 10/12/2010
Order ID: REQUISITION003
Project Descriptor: ROB
Status: Submitted
Client Rep: Jamie Client (Test Organization)
Contractor: Jim Contractor (TEST COMPANY CORP INC) under 263-97-D-0313

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The Contracting Officer's "Notice of Award - Pending Signature" action item is removed when the Contracting Officer either Signs or Rejects the Notice of Award

- If the Notice of Award is Rejected when the status is Signed then the system will also:
- Revert the order workflow back to the step prior to the creation of the Notice of Award
 - Revert the order Status from “Award Notice Issued” back to its previous status


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WELCOME | **ORDERS** | FUNDING | REGISTRATION | CONTRACTS

Notice of Award

Go To Order Package

Submitted By:	CSR1 IWAC on 10/12/2010
Order ID:	REQUISITION0004
Project Descriptor:	ROB
Status:	Rejected
Client Rep:	Jamie Client (TEST Organization)
Contractor:	Jim Contractor (ACME Furniture Co.) under GS-28F-1234A
Rejected By:	CO IWAC on 10/12/2010

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- If the Notice of Award is Rejected then the system will:
- Update the Notice of Award Status to Rejected
 - Display the Rejected By field which indicates the username that rejected the Notice of Award followed by the date it was rejected
 - Remove the Contracting Officer's "Notice of Award - Pending Signature" action item, if available

Contracting Officers have the ability to Reject a Notice of Award even when the Status is "Signed"



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WELCOME **ORDERS** **FUNDING** **REGISTRATION** **CONTRACTS**

Notice of Award

[Reject](#) [Go To Order Package](#)

Submitted By: CSR1 IWAC on 10/07/2010
Order ID: REQUISITION0004
Project Descriptor: ROB
Status: Signed
Client Rep: Jamie Client (TEST Organization)
Contractor: Jim Contractor (ACME Furniture Co.) under GS-28F-1234A
Signed By: CO IWAC on 10/07/2010

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If the Notice of Award is Signed then the system will:

- Update the Notice of Award Status to Signed
- Display the Signed By field which indicates the username that signed the Notice of Award followed by the date it was signed
- Update the order status to "Award Notice Issued"
- Send email notifications to the client, winning contractor, and losing contractors

Email Notification - Client

From: IT-SOL ADMIN
To: <CLIENT REP>
CC:
Bcc:
Subject: IT-Solutions #<ORDER ID>-<MOD NUM> ISSUED TO <CONTRACTOR COMPANY>

Body: Your order #<ORDER ID>-<MOD NUM> has been issued to <CONTRACTOR COMPANY>. No action on your part is required. This issuance indicates that a contractor has been selected and the funds have been allocated. An http reference to the client ordering document is included for your reference below. This order was described as follows: <PROJECT DESCRIPTOR>.

<Link to COI>

THIS IS AN AUTOMATIC EMAIL NOTIFICATION FROM IT-SOLUTIONS SHOP. PLEASE DO NOT REPLY. YOU MAY RECEIVE AN ERROR MESSAGE. IF YOU HAVE QUESTIONS REGARDING THIS EMAIL, PLEASE CONTACT THE ITSS HELP DESK AT 877-243-2889 option 1. THANK YOU.

This 'Basic Order Awarded - Client' email notification is the same email as the one sent to clients for AAS orders (region 1-13) awarded in ITSS.

Email Notification – Winning Contractor

To: <CONTRACTOR>, <ALTERNATE>

CC: <CSR>

Subject: IT-Solutions #<ORDER ID>-<MOD NUM> AWARDED TO <CONTRACTOR COMPANY>

Body: A client order has been awarded by the Integrated Workplace Acquisition Center (IWAC) to <CONTRACTOR> for the listed task item(s).

<Item No.> - <Task Item Description>

<Item No.> - <Task Item Description>

...

A separate delivery order (GSA Form 3186) will be issued to include the specific order details including funded value, delivery information and appropriate point(s) of contact.

This project was described as follows: <PROJECT DESCRIPTOR>.

<Link to Notice of Award>

THIS IS AN AUTOMATIC EMAIL NOTIFICATION FROM IT-SOLUTIONS SHOP. PLEASE DO NOT REPLY TO THIS MESSAGE. IF YOU DO REPLY, YOU MAY RECEIVE AN ERROR MESSAGE. IF YOU HAVE QUESTIONS REGARDING THIS EMAIL, PLEASE CONTACT THE ITSS HELP DESK AT 877-243-2889 Option 1. THANK YOU.

This 'Basic Order Awarded – Winning Contractor' email notification is specific to orders in the IWAC region. The winning contractor of an AAS order (regions 1-13) receives a different email notification.

Email Notification – Losing Contractors

From: IT-SOL ADMIN
To: <CSR1>
CC:
Bcc: <Contractor List> <Alternate List>
Subject: IT-Solutions Order #<ORDER ID>-<MOD NUM> has been awarded to <CONTRACTOR COMPANY>

Body: This email is to inform you that the task order ID, <ORDER ID>, has been awarded to <CONTRACTOR COMPANY>. GSA thanks you for your participation in this order and encourages you to submit quotes in the future when selected for ITSS orders.

Your quote will be available for review in one day. The quote will be found by logging into ITSS and choosing 'Orders-Old Quotes' under the Order Review menu.

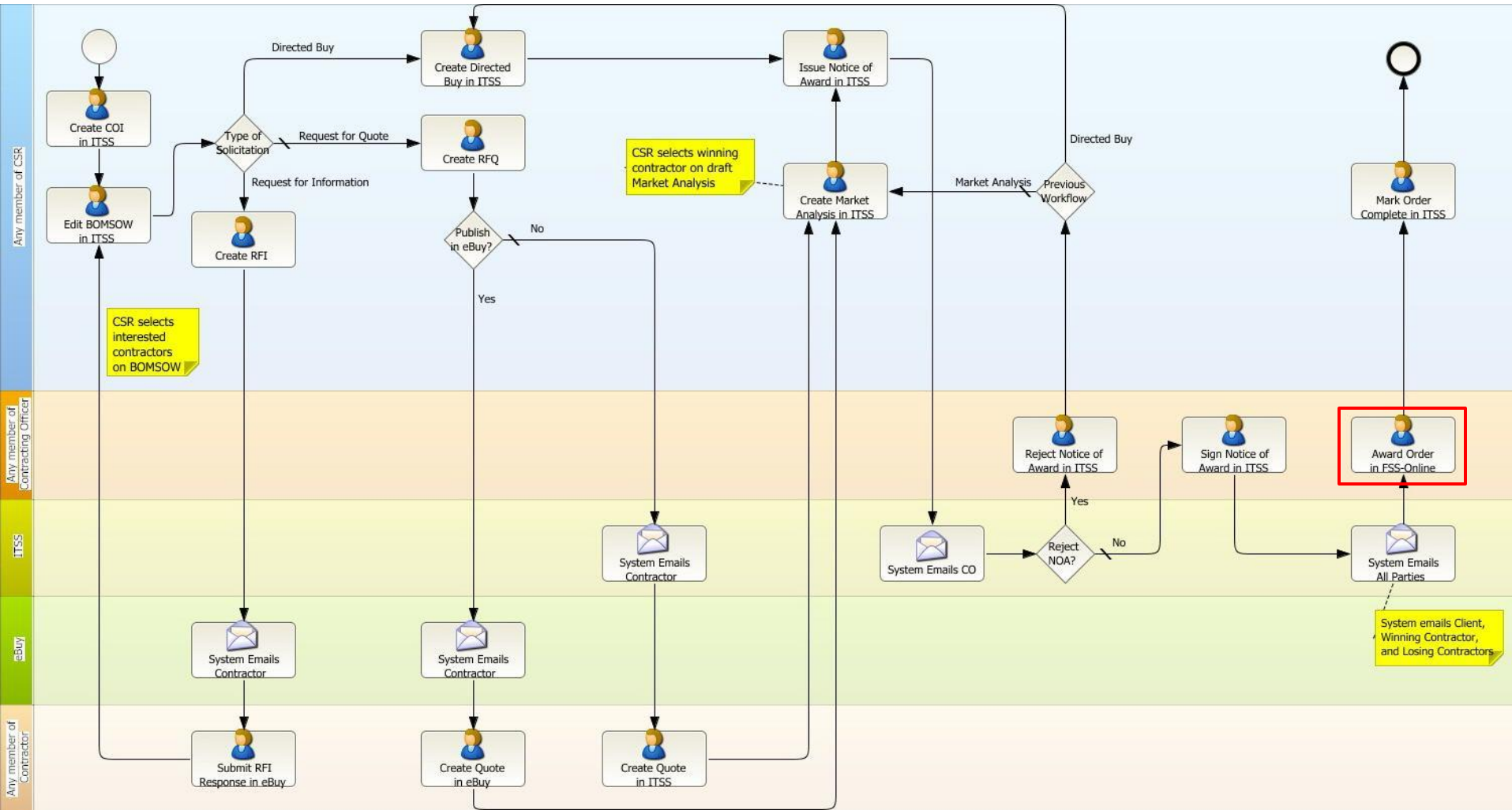
Note: Informational Message sent to Customer Service Representative; All Vendors blind copied.

THIS IS AN AUTOMATIC EMAIL NOTIFICATION FROM IT-SOLUTIONS SHOP. PLEASE DO NOT REPLY. YOU MAY RECEIVE AN ERROR MESSAGE. IF YOU HAVE QUESTIONS REGARDING THIS EMAIL, PLEASE CONTACT THE ITSS HELP DESK AT 877-243-2889 option 1. THANK YOU.

This 'Basic Order Awarded – Losing Contractors' email notification is the same email as the one sent to losing contractors for AAS orders (region 1-13) awarded in ITSS.

Next Steps...

If a Notice of Award is Signed then the BOMSOW, Directed Buy, and Market Analysis documents are locked-down and made non-editable. If the CO rejects the Notice of Award then the BOMSOW and Market Analysis/Directed Buy will be made editable again.



The actual Purchase Order award will be made in FSS-Online.

Next Steps...

If the Order Status is *Award Notice Issued* then GSA Users have the ability to:

- View Contractor Information on the COI
- Edit the following sections on the COI:
 - Client's Address Information
 - Accepting Person's Address & Contact Information
 - Shipping Address or Place of Performance
 - Contractor Information
 - GSA Order Support
 - Client Peer Access
- Create Supporting Documents from the COI
- Mark the Order Complete on the COI




The screenshot displays the 'IT-Solutions Shop' interface. At the top, the GSA logo is visible next to the text 'IT-Solutions Shop' and 'You are signed in as CSR1 IWAC'. A navigation bar includes links for 'Guide Me', 'Site Help', 'Contact Us', 'Need Assistance', and 'Log Out'. Below this, a menu bar shows 'WELCOME', 'ORDERS' (highlighted), 'FUNDING', 'REGISTRATION', and 'CONTRACTS'. The main content area is titled 'Client Order Information' and contains a row of buttons: 'Edit', 'Report', 'Action Memo', 'Resume Accept', 'Staff Notice', 'Memorandum', 'Go To Order Package', 'Mark Complete', and 'Initiate Cust. Survey'.

Supporting Documentation Privileges

Document	GSA User			Client			Contractors		
	Create	Edit	View	Create	Edit	View	Create	Edit	View
Action Memo	✓	✓	✓	✓	✓ ❶	✓ ❶	✓	✓ ❶	✓ ❶
Memorandum	✓	✓	✓						
Resume Acceptance	✓	✓	✓				✓	✓	✓
Staffing Notice	✓	✓	✓				✓	✓	✓
Report	✓	✓	✓		✓	✓	✓	✓	✓
Customer Survey	✓	✓	✓						
Change Peers		✓	✓		✓	✓			
Change Alternates		✓	✓					✓	✓

❶ If access granted on that document. Action Item access is granted on a per document basis.

Supporting Docs within the Order Package

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WELCOMEORDERSFUNDINGREGISTRATIONCONTRACTS

Select a View:
<<-- View Orders -->> <<-- View Inactive Orders -->> <<-- View Action Items -->> <<-- View Support Information -->>

Go to a Specific View Item: [Create New Order](#)

Orders - Entire Package

Next -> |

- ▼ Order Package
 - ▼ REQUISITION004A-COI Jamie Client (TEST Organization) Award Notice Issued>>ROB
 - 00 Chronology
 - ▼ 01 BOM/SOW REQUISITION004A - 00 Amendment 00 AWARD NOTICE ISSUED
 - ▼ Directed Buy - Revision 00
 - >Notice of Award - Signed
 - 2010-10-13 CSR1 IWAC Acknowledgment Requested
 - 04 Resume Acceptance CSR1 IWAC 2010-10-12 Accepted Sam Subcontractor
 - 05 Staffing Notice 2010-12-01 0185
 - 06 Action Memo due for CO IWAC -> Action Req'd >> Review BOM
 - 07 GSA Memorandum Submitted - Purchase Order - Mod 00

Once supporting documents are created they are displayed in the bottom of the order package

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Action Memo

Action memos can be used to communicate information, including attachments, between:

- the GSA and the Client only
- the GSA and the Contractor only
- the GSA and the Client and the Contractor

The screenshot shows the 'Actionable Memo' form in the GSA IT-Solutions Shop. The form includes fields for 'Submitted By', 'Order ID', 'Contractor', 'Action State', 'Select Responsible', 'Access', 'Subject', 'Due Date', 'Other Actions or Details', 'Actions Taken or Comments', 'File Attachments', and 'Review Comments'. Annotations with arrows point to specific features: 'Select Responsible' (listing multiple users), 'Access' (checkboxes for Client and Contractor), 'Subject' (text input), and 'Due Date' (text input).

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WELCOME ORDERS FUNDING REGISTRATION CONTRACTS

Actionable Memo

Close Without Saving

All Fields marked with * are required.

Submitted By: CSR1 IWAC at 10/12/2010
Order ID: REQUISITION004A
Contractor: Jim Contractor (ACME Furniture Co.) under GS-28F-1234A

Action State: * ☒ Action Req'd ☐ No Action Req'd ☐ Complete

Select Responsible: * Use the CNTL key to select multiple entries in the field below
Jamie Client
Jim Contractor
CSR1 IWAC
CO IWAC

Access: * ☐ Client Access ☐ Contractor Access
Specify who will be able to view the action memo by checking one or both access boxes. For example, if you are a client, and you want to send a private memo to the GSA representative, leave the Contractor Access box unchecked.

Subject: *
Due Date: *

Other Actions or Details:

Actions Taken or Comments:

File Attachments:
Attach Files

Review Comments:

▶ Edit History

Submit Close Without Saving

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More than one person can be assigned responsible for acting on the action memo


Restrict access by checking the applicable checkboxes

The Subject is displayed in the Action Memo link on the Order Package

Memorandum

IWAC users can attach order-related documents (i.e. documents from FSS-Online, Purchase Orders, etc) to the order using a memorandum.

Contractors and Clients do NOT have access to view memorandums.

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WELCOMEORDERSFUNDINGREGISTRATIONCONTRACTS

Memorandum

Close Without Saving

Submitted By: CSR1 IWAC at 10/12/2010

Order ID: REQUISITION004A


Contractor: Jim Contractor (ACME Furniture Co.) under GS-28F-1234A

Subject:

Determinations & Findings
Justification & Analysis
Technical Evaluation
Other (Use "Other Text" box below)

Other Text:

Body:

File Attachments:



▶ Edit History

SubmitClose Without Saving

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The Subject is displayed in the Memorandum link on the order package

Resume Acceptance

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WELCOMEORDERSFUNDINGREGISTRATIONCONTRACTS


Resume Acceptance


Close Without Saving

 All Fields marked with  are required.


Submitted By: CSR1 IWAC at 10/12/2010
Order ID: REQUISITION004A
Contractor: Jim Contractor (ACME Furniture Co.) under GS-28F-1234A
Status: Submitted

Due Date:



Employee ID: 

Full Name: 


Skill Level(s):

Description: 

File Attachments:

Only attach one resume per resume acceptance. If you have more than one employee, you must submit a resume acceptance for each employee.

GSA Comments:  ☐ Accepted ☐ Rejected

[Edit History](#)

Submit Close Without Saving


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Contractors can submit Resume Acceptance documents for GSA to review.

The CSR is assigned a resume acceptance action item upon submission of the Resume Acceptance document by a Contractor.

GSA users can Accept or Reject a Resume Acceptance document.

Staffing Notice

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WELCOMEORDERSFUNDINGREGISTRATIONCONTRACTS

Staffing Notice

Close Without Saving

 All Fields marked with  are required.

Submitted By: CSR1 IWAC at 10/12/2010

Order ID: REQUISITION004A

Contractor: Jim Contractor (ACME Furniture Co.) under GS-28F-1234A

Selected Employee:



Start Date:


End Date:

Replaces:

First Notice: ☐ Yes ☒ No

Comments:


 **Edit History**

SubmitClose Without Saving

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Contractors can submit a Staffing Notice to alert GSA to changes in project staffing

Report

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WELCOMEORDERSFUNDINGREGISTRATIONCONTRACTS


Report

Close Without Saving



 All Fields marked with  are required.


Submitted By: CSR1 IWAC at 10/12/2010
Order ID: REQUISITION004A
Contractor: Jim Contractor (ACME Furniture Co.) under GS-28F-1234A
Status: Acknowledgment Requested

Report Date:  Enter Report Date as mm/dd/yyyy

Subject: 

Report Body:

File Attachments:
 

 **Edit History**

SubmitClose Without Saving

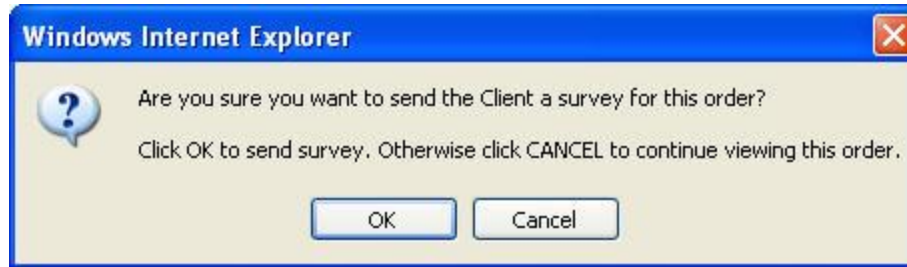
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Contractors and GSA users can submit Reports for acknowledgement by the Client.

The Client will receive an action item upon submission of the Report.

Customer Survey

- If the user clicks the  button on the COI then a warning will pop-up to confirm whether the user wants to send the client a survey or Cancel the action




- If sent then
- A confirmation page is displayed to the user
 - Client is sent an email notification with a link to an external site with a customer satisfaction survey
- Customer surveys are automatically sent by the system when the order is marked Complete

Change Peers

▼ **Client Peer Access**
Peer Access List:

[Change Peers](#)

The Change Peers button is located towards the bottom of the COI

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Change Client Access

Change Client Access for Order ID: **REQUISITION004A**

Select from the list below to choose a new client representative for this order (if needed)

Primary Client Representative:

<< Select Client Rep >>
Jamie Client
Craig Client

Select one or more additional people from your organization from the list below who should have access to this order (if applicable)

Peer Access List:

Jamie Client
Craig Client

[Change](#)

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Allows GSA users and the Client to change the primary client representative and identify client peers


Change Alternates

▼ **Contractor Alternate Access**

Alternate:
Peer List: []

[Change Alternates](#)

The Change Alternates button is located towards the bottom of the COI

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WELCOMEORDERSFUNDINGREGISTRATIONCONTRACTS

Change Contractor Access

Change Contractor Access for Order ID:REQUISITION004A

Select from the list below to choose a new primary, if desired:

Primary Contractor: << Select Primary Contractor >>
Jim Contractor

Select from the lists below to choose new alternate contractors, if desired:

1. Contractor Alternate: << Select Alternate Contractor >>
William Vendor

2. Contractor Alternate: << Select Alternate Contractor >>
William Vendor

3. Contractor Alternate: << Select Alternate Contractor >>
William Vendor

Select peers who should also have access to this order from the list below:

Peer Access List: William Vendor

[Change](#)

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Allows GSA users and Contractors to identify up to three contractor alternates and multiple peers

Marking the Order Complete

The screenshot displays the 'IT-Solutions Shop' interface. At the top left is the GSA logo and the text 'IT-Solutions Shop'. Below this, it says 'You are signed in as CSR1 IWAC'. To the right of this is a box labeled 'IT-Solutions'. Further right are links: 'Guide Me • Site Help • Contact Us • Need Assistance • Log Out'. Below these elements is a dark blue navigation bar with buttons: 'WELCOME', 'ORDERS' (highlighted in red), 'FUNDING', 'REGISTRATION', and 'CONTRACTS'. Below the navigation bar is a section titled 'Client Order Information'. At the bottom of this section is a row of buttons: 'Edit', 'Report', 'Action Memo', 'Resume Accept', 'Staff Notice', 'Memorandum', 'Go To Order Package', 'Mark Complete', and 'Initiate Cust. Survey'.

- When the order is completed in FSS-Online then the GSA user should also mark the order complete in ITSS
- Once a Notice of Award has been signed then the Mark Complete button is displayed on the COI
- If the order is marked complete then the system will:
 - Update the order status to Complete
 - Lock-down all documents in the order as read-only
 - Send the client a Customer Satisfaction Survey email

Federal Acquisition Service

Questions & Support

- For questions regarding IWAC Policy please contact stephen.gervasi@gsa.gov
- For questions regarding the Notice of Award training module please contact RBA Technical Support:
 - Phone: (877) 243-2889
 - Email: helpdesk@gsarba.com

